

# *US Patent and Trademark Quality Council*



*FY2001 Work Plan*

*October 2000*

# *Quality Council FY2001 Work Plan*



## Goals

### **Quality:**

To provide our Customer with the highest level of quality and service in all aspects of USPTO operations.

### **Leadership:**

To play a leadership role in intellectual property rights policy, including trade related intellectual property issues for which we have responsibility.

# *Quality Council*

## *FY2001 Work Plan*



### 1st Quarter [October, November, December]

- Conduct USPTO 2000 Employee Survey [October]
  - Begin survey results evaluation [November]
- Conduct Baldrige Assessment [November]
  - Begin Baldrige results evaluation [January]
- Respond to Employee Communication Mailbox questions [ongoing]
- Provide updates to Quality Internet and Intranet Home Pages [ongoing]

# *Quality Council FY2001 Work Plan*



## 2nd Quarter [January, February, March 2001]

- Select two-three actionable data areas from Employee Survey results
  - Prepare action plans for each selected area [January, February]
  - Begin implementation in March
- Select two-three actionable data areas from the Baldrige Assessment
  - Prepare action plans for each selected area [January, February]
  - Begin implementation in March
- Respond to Employee Communication Mailbox questions [ongoing]
- Provide updates to Quality Home Pages [ongoing]

# *Quality Council FY2001 Work Plan*

## 3rd Quarter [April, May, June 2001]

- Monitor Employee Survey Action Plans
- Monitor Baldrige Assessment Action Plans
- Develop Quality Council Metrics [to measure effectiveness of Quality Council]
- Plan for Day 3 Initiatives
- Respond to Employee Communication Mailbox questions [ongoing]

# *Quality Council*

## *FY2001 Work Plan*



4th Quarter [July, August, September 2001]